



# Preparing for Retirement

RSA November 2008

## ***Exciting Changes at the RSA! Introducing the New Member Services Contact Center and Counseling Center***

The RSA is pleased to announce the creation of the RSA Member Services Division. Its purpose is to provide personalized benefit services for our members at the new RSA Headquarters building located at **201 South Union Street**. Member Services includes the RSA Contact Center and RSA Counseling Center.

By creating the new **RSA Contact Center**, members no longer have to listen to voice recorded menus or search for the correct person or department. Member Services Representatives will answer all member incoming calls to the RSA. Our Member Services Representatives will assist you with your benefit questions and direct you to other RSA employees if necessary.

Member Services Representatives in the **RSA Counseling Center** will schedule counseling appointments with ERS, TRS, PEEHIP, and RSA-1 counselors at the RSA Headquarters building. When planning for retirement, it is very important to meet with our counselors before making decisions about your retirement benefits or health care coverages. This ensures that you are receiving the very best information available to make informed decisions.

When scheduling the appointment, the Member Services Representatives will also give you directions and parking information to the RSA Headquarters building. You can obtain more information on scheduling appointments by clicking on the Members Services button on our Web site at [www.rsa-al.gov](http://www.rsa-al.gov).

You will still be communicating with the same RSA employees you have in the past. But by coordinating all benefit needs in one place, the RSA will be able to better serve your needs and make your transition to retirement a successful one.

*Make that appointment today* and save yourself time as well as ensure your retirement needs are taken care of when you retire.

### ***Contact Member Services***

**877.517.0020  
334.517.7000**

**Note:** Members of the ERS who participate in the State Employees' Health Insurance Plan (SEIB) must contact SEIB at 866.836.9737 to schedule an appointment to meet with their counselors. SEIB is also located in the RSA Headquarters building.

### ***Advantages of making an appointment through the RSA Contact Center***

- Meet with a counselor at the scheduled time without waiting
- Enhanced parking is available
- May request a specific counselor
- Counselors will already have your paperwork prepared prior to your arrival

- Walk-ins may have to wait for 30 minutes to an hour for an opening to meet with a counselor. The counselor will then have to do the paperwork while the walk-in member waits.

### ***Making a counseling appointment***

- Contact the RSA Contact Center at the number above and a Member Services Representative will assist you with scheduling your appointment.
- You will need to give the Member Services Representative basic information such as your Social Security number in order for the counselor to have the proper documents prepared for you when you arrive for your appointment. TRS members need to supply their sick leave days.
- Appointments are for 30 minutes when meeting with one counselor.
- If you need to see more than one counselor such as a PEEHIP and/or RSA-1 counselor, appointments will be for 45 minutes to one hour.
- If possible, complete your forms before you come to your appointment. Forms can be downloaded from our Web site at [www.rsa-al.gov](http://www.rsa-al.gov) or requested from the Member Services Representative when scheduling your appointment. Forms will also be available in the Member Services waiting area as well.
- A computer will be available in the waiting area for member use.
- When travelling to an appointment from out-of-town, be sure you leave yourself enough time to drive to Montgomery and locate the RSA Headquarters building.

**Take advantage of Member Services' personalized assistance concerning your retirement and health care benefits by contacting the new Member Services Contact Center at 877-517-0020 or 334-517-7000.**

Prepared by the Communications staff of the Retirement Systems of Alabama.  
To have your questions answered in "Preparing for Retirement", please address them to:

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**[www.rsa-al.gov](http://www.rsa-al.gov)**